

## Fibre To The Home (FTTH) Upgrade Authority Letter – Coomera Waters Estate

I, the undersigned Land Owner of the following address, authorise LBNCo to:

1. Conduct a site survey to confirm the premises is ready for a FTTH upgrade.
2. Disconnect any existing services from the premises (if applicable).
3. Withdraw any copper telecommunications cables from the premises (will be used as a drawstring to pull new fibre through the conduit).
4. Supply and install the new FTTH equipment in the premises including an Optical Network Unit (ONU), RF Receiver and fibre to replace the existing copper cables.

LBNCo assumes the following:

1. Homes have a clear (minimum P20) conduit pathway with a drawstring (existing copper cable may be used) from the nearest node to a telecommunications cabinet inside the home.
2. There is a telecommunications cabinet in which the LBNCo FTTH equipment will be installed. (The communication cabinet must provide a double power point (GPO) and must be at least 380mm in height, 380mm in width and 95mm in depth (380h x 380w x 95d).)

Disclaimer:

1. If the site survey uncovers any significant obstacles, LBNCo reserves the right to either cancel the upgrade or provide the resident with a revised price to account for the extra work required.
2. If a conduit blockage is found within the resident’s property boundary LBNCo will charge \$150 inc. GST to clear it. If the resident accepts this charge, LBNCo will be responsible for organising to clear the blockage plus all related costs.
3. If the resident does not accept the charge they will be responsible for contracting their own technician to clear the blockage plus all related costs.
4. If a damaged conduit is found outside the resident’s boundary then LBNCo will be responsible for organising to locate and repair the conduit plus all related costs.
5. Residents who upgrade their internet service will not incur a service charge. Speed is subject to RSP availability and is not guaranteed, under real world conditions speeds fluctuate due to a variety of factors.

I, the undersigned Land Owner of the following address and phone number, agree to pay LBNCo the amount of \$199 inc. GST for this upgrade within 14 days of receiving payment request from LBNCo.

Name: .....

Address: .....

Phone: .....

Signed: .....

(The Land Owner)

Please send a signed copy of this document to LBNCo by email at [coomerawaters@lbnco.com.au](mailto:coomerawaters@lbnco.com.au) along with photo(s) of telecommunications cabinet. Please provide your contact details within the email itself. LBNCo will reply to this email to confirm the upgrade is ready to proceed once payment has been received, and will supply the resident with LBNCo’s payment information